

Software Product Compatibility Reports

Detailed System Requirements

Product

Case Manager 5.2.1.7

Contents

Included in this report

Operating systems

Hypervisors (No hypervisors specified for this product)

Prerequisites

Supported software

Hardware

Packaging list

Glossary

Disclaimers

Included in this report

This report can be generated with filters applied to operating system platforms, components, and/or software capabilities. This section reflects how the report was filtered when it was generated.

Legend

- The information about this item is included in this report.
- The information about this item is not included in the report filter.

Platforms

- AIX
- Linux
- Windows

Component list

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Capabilities

Prerequisites

- Application Servers
- Business Process Management
- Content Servers
- Integrated Application Platform
- Runtime Environment
- Web Browsers

Related Software

- Business Process Management
- Collaboration
- Content Search and Analysis
- Content Servers
- Content Viewers
- Decision Server

Capabilities

- Development Tools
- Mobile Device
- Reporting and Analysis

Operating Systems

The Operating sysytems section specifies the operating systems that Case Manager 5.2.1.7 supports, organized by operating system familiy.

Operating system families

Windows

Component support

- Full
- Partial
- None

Windows

Summary

Operating system	Operating system minimum	Hardware	Bitness	Product minimum	Components	Notes?
Windows Server 2008 R2 Datacenter Edition	Base	x86-64	64-Tolerate	5.2.1	●	No
Windows Server 2008 R2 Enterprise Edition	Base	x86-64	64-Tolerate	5.2.1	●	No
Windows Server 2008 R2 Standard Edition	Base	x86-64	64-Tolerate	5.2.1	●	No
Windows Server 2012 Datacenter Edition	Base	x86-64	64-Tolerate	5.2.1	●	No
Windows Server 2012 R2 Datacenter Edition	Base	x86-64	64-Tolerate	5.2.1	●	No
Windows Server 2012 Essentials Edition	Base	x86-64	64-Tolerate	5.2.1	●	No
Windows Server 2012 R2 Essentials Edition	Base	x86-64	64-Tolerate	5.2.1	●	No

Operating system	Operating system minimum	Hardware	Bitness	Product minimum	Components	Notes?
Windows Server 2012 Standard Edition	Base	x86-64	64-Tolerate	5.2.1		No
Windows Server 2012 R2 Standard Edition	Base	x86-64	64-Tolerate	5.2.1		No

Windows Server 2008 R2 Datacenter Edition x86-64

Legend: Supported Not supported

Component

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Operating System Technology Levels, Current and Future

Deployment unit	Component	Bitness	Base	Service Pack 1	
Server	Case Manager Server	64-Tolerate			
	IBM Case Manager Platform Installation Tool	64-Tolerate			

Windows Server 2008 R2 Enterprise Edition x86-64

Legend: Supported Not supported

Component

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Operating System Technology Levels, Current and Future

Deployment unit	Component	Bitness	Base	Service Pack 1	
Server	Case Manager Server	64-Tolerate			
	IBM Case Manager Platform Installation Tool	64-Tolerate			

Windows Server 2008 R2 Standard Edition x86-64

Legend: Supported Not supported

Component

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Operating System Technology Levels, Current and Future

Deployment unit	Component	Bitness	Base	Service Pack 1	
Server	Case Manager Server	64-Tolerate			
	IBM Case Manager Platform Installation Tool	64-Tolerate			

Windows Server 2012 Datacenter Edition x86-64

Legend: Supported Not supported

Component

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Operating System Technology Levels, Current and Future

Deployment unit	Component	Bitness	Base	
Server	Case Manager Server	64-Tolerate		
	IBM Case Manager Platform Installation Tool	64-Tolerate		

Windows Server 2012 R2 Datacenter Edition x86-64

Legend: Supported Not supported

Component

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Operating System Technology Levels, Current and Future

Deployment unit	Component	Bitness	Base	
Server	Case Manager Server	64-Tolerate		
	IBM Case Manager Platform Installation Tool	64-Tolerate		

Windows Server 2012 Essentials Edition x86-64

Legend: Supported Not supported

Component

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Operating System Technology Levels, Current and Future

Deployment unit	Component	Bitness	Base	
Server	Case Manager Server	64-Tolerate		
	IBM Case Manager Platform Installation Tool	64-Tolerate		

Windows Server 2012 R2 Essentials Edition x86-64

Legend: Supported Not supported

Component

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Operating System Technology Levels, Current and Future

Deployment unit	Component	Bitness	Base	
Server	Case Manager Server	64-Tolerate		
	IBM Case Manager Platform Installation Tool	64-Tolerate		

Windows Server 2012 Standard Edition x86-64

Legend: Supported Not supported

Component

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Operating System Technology Levels, Current and Future

Deployment unit	Component	Bitness	Base	
Server	Case Manager Server	64-Tolerate		
	IBM Case Manager Platform Installation Tool	64-Tolerate		

Windows Server 2012 R2 Standard Edition x86-64

Legend: Supported Not supported

Component

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Operating System Technology Levels, Current and Future

Deployment unit	Component	Bitness	Base	
Server	Case Manager Server	64-Tolerate		
	IBM Case Manager Platform Installation Tool	64-Tolerate		

Prerequisites

The Prerequisites section specifies the capabilities that Case Manager 5.2.1.7 requires, and the prerequisite products that can be used to fulfill those capabilities.

Component Support

- Full
- Partial
- None

Capabilities

Application Servers Business Process Management Content Servers
Integrated Application Platform Runtime Environment Web Browsers

Application Servers

Summary

The application server can run on any operating system supported by both the application server vendor and IBM Case Manager. The same minimum requirements and limitations that apply to IBM Content Navigator application servers also apply to IBM Case Manager application servers. Case Manager and Content Platform Engine must be installed on the same brand of application server. In addition • The application server level and the JDK used by the Case Manager and Content Platform Engine application servers must match. • The Content Platform Engine application servers and Case Manager application servers must all be running on a Windows operating system, or they must all be running on a Unix operating system. To determine the operating system support for an application server, refer to one of the following links: • WebLogic http://www.oracle.com/technetwork/middleware/ias/downloads/fusion-certification-100350.html • WebSphere http://www-01.ibm.com/support/docview.wss?uid=swg27006921WebLogic/JDK SupportWebLogic 12cR1 (12.1.1) is supported with JDK 1.6 only. WebLogic 12cR2 (12.1.2) is supported on JDK 1.7 only. WebLogic 12cR3 (12.1.3) is supported on JDK 1.8 only

Prerequisite	Version	Prerequisite minimum	Product minimum	Components	Operating system restrictions?	Notes?
Oracle WebLogic Server 12cR1	(12.1.1) and future fix packs	(12.1.1)	5.2.1.7	●	No	Yes
	(12.1.2) and	(12.1.2)	5.2.1.7	●	No	Yes

Prerequisite	Version	Prerequisite minimum	Product minimum	Components	Operating system restrictions?	Notes?
	future fix packs					
	(12.1.3) and future fix packs	(12.1.3)	5.2.1.7	●	No	No
Oracle/BEA WebLogic Server	10.3	(10.3.6)	5.2.1.7	●	No	Yes
WebSphere Application Server	7.0	7.0.0.23	5.2.1.7	●	No	Yes
	8.0	8.0.0.6	5.2.1.7	●	No	No
	8.5	8.5.0.2	5.2.1.7	●	No	No
	8.5.5	8.5.5	5.2.1.7	●	No	Yes
WebSphere Application Server - Express	7.0	7.0.0.23	5.2.1.7	●	No	Yes
	8.0	8.0.0.6	5.2.1.7	●	No	No
	8.5	8.5.0.2	5.2.1.7	●	No	No
	8.5.5	8.5.5	5.2.1.7	●	No	Yes
WebSphere Application Server Network Deployment	7.0	7.0.0.23	5.2.1.7	●	No	Yes
	8.0	8.0.0.6	5.2.1.7	●	No	No
	8.5	8.5.0.2	5.2.1.7	●	No	No
	8.5.5	8.5.5	5.2.1.7	●	No	Yes

Oracle WebLogic Server 12cR1 (12.1.1) and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	(12.1.1)	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	(4)		
	IBM Case Manager Platform Installation Tool	(4)		

Oracle WebLogic Server 12cR1 (12.1.2) and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	(12.1.2)	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	(1)		
	IBM Case Manager Platform Installation Tool	(1)		

Oracle WebLogic Server 12cR1 (12.1.3) and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	(12.1.3)	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	✓	✗	✓
	IBM Case Manager Platform Installation Tool	✓	✗	✓

Oracle/BEA WebLogic Server 10.3

Legend: Supported Not supported

Components

Server

Case Manager Server

IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	10.3	(10.3.1)	(10.3.2)	(10.3.3)	(10.3.4)	(10.3.5)	(10.3.6)	Future Version Release	Future Fix Packs
Server	Case Manager Server							(2)		
	IBM Case Manager Platform Installation Tool							(2)		

WebSphere Application Server 7.0

Legend: Supported Not supported

Components

Server

Case Manager Server

IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployme unit	Compone	7.0	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	...
Server	Case Manager Server	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓
	IBM Case Manager Platform Installatio Tool	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓ (3)	✓

WebSphere Application Server 8.0

Legend: ✓ Supported ✗ Not supported

Components

Server

- ✓ Case Manager Server
- ✓ IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	8.0	8.0.0	8.0.0	8.0.0	8.0.0	8.0.0	8.0.0	8.0.0	8.0.0	8.0.0	8.0.0	8.0.0	8.0.0	8.0.0	8.0.0	8.0.0	⇢
Server	Case Manager Server	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	IBM Case Manager Platform Installation Tool	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

WebSphere Application Server 8.5

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	8.5	8.5.0.1	8.5.0.2	
Server	Case Manager Server				
	IBM Case Manager Platform Installation Tool				

WebSphere Application Server 8.5.5

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	8.5.5	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	...
Server	Case Manager Server	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)		
	IBM Case Manager Platform Installation Tool	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)		

WebSphere Application Server - Express 7.0

Legend: Supported | Not supported

Components

Server

- Supported: Case Manager Server
- Supported: IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	7.0	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	⇢
Server	Case Manager Server	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported
	IBM Case Manager Platform Installation Tool	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported

WebSphere Application Server - Express 8.0

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	8.0	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	...
Server	Case Manager Server	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
	IBM Case Manager Platform Installation Tool	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓

WebSphere Application Server - Express 8.5

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	8.5	8.5.0.1	8.5.0.2	
Server	Case Manager Server				
	IBM Case Manager Platform Installation Tool				

WebSphere Application Server - Express 8.5.5

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	8.5.5	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	...
Server	Case Manager Server	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)		
	IBM Case Manager Platform Installation Tool	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)		

WebSphere Application Server Network Deployment 7.0

Legend: Supported Not supported

Components

Server

- Supported: Case Manager Server
- Supported: IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployme unit	Compone	7.0	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	7.0.	
Server	Case Manager Server	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported
	IBM Case Manager Platform Installatio Tool	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Not supported	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported (3)	Supported

WebSphere Application Server Network Deployment 8.0

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	8.0	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	8.0.0.	...
Server	Case Manager Server	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓
	IBM Case Manager Platform Installation Tool	✗	✗	✗	✗	✗	✗	✓	✓	✓	✓	✓	✓	✓	✓	✓

WebSphere Application Server Network Deployment 8.5

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	8.5	8.5.0.1	8.5.0.2	
Server	Case Manager Server				
	IBM Case Manager Platform Installation Tool				

WebSphere Application Server Network Deployment 8.5.5

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	8.5.5	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	8.5.5.	...
Server	Case Manager Server	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)		
	IBM Case Manager Platform Installation Tool	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)		

Application Servers Notes

1. Requires Workplace XT 1.1.5.2 or later.
2. This application server cannot be used with the Case Manager Box integration.
3. This application server cannot be used with the Case Manager Box integration.
4. Requires Workplace XT 1.1.5.2 or later. You need to update the Weblogic Application Server with the latest Weblogic patches. The Weblogic patch for BUG 13657792 will address the Add Document file uploading issue. The following list of patches is from a server that is working that includes BUG 13657792: WebLogic Server Temporary Patch for 13340309 Thu Feb 16 18:30:21 IST 2012 WebLogic Server Temporary Patch for 13019800 Mon Jan 16 16:53:54 IST 2012 WebLogic Server Temporary Patch for BUG13391585 Thu Feb 02 10:18:36 IST 2012 WebLogic Server Temporary Patch for 13516712 Mon Jan 30 15:09:33 IST 2012 WebLogic Server Temporary Patch for BUG13641115 Tue Jan 31 11:19:13 IST 2012 WebLogic Server Temporary Patch for BUG13603813 Wed Feb 15 19:34:13 IST 2012 WebLogic Server Temporary Patch for 13424251 Mon Jan 30 14:32:34 IST 2012 WebLogic Server Temporary Patch for 13361720 Mon Jan 30 15:24:05 IST 2012 WebLogic Server Temporary Patch for BUG13421471 Wed Feb 01 11:24:18 IST 2012 WebLogic Server Temporary Patch for BUG13657792 Thu Feb 23 12:57:33 IST 2012
5. When using WebSphere 8.5.5 on a Windows 2012 operating system, the minimum WebSphere version is WebSphere 8.5.5.2 with IFPI20036.

Business Process Management

Summary

The Case History store can use the same types of database as the Case Analyzer store. For details of the supported database types and levels, refer to the Case Foundation SPCR report.Case Foundation 5.2 Reporthttp://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=E77BECF02BF111E6806270B0E0408E84&osPlatforms=AIX|Linux|Windows&duComponentIds=S006&mandatoryCapIds=9Case Foundation 5.2.1 Reporthttp://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=96043440926C11E6A121FF7B62CD6B8A&osPlatforms=AIX|Linux|Windows&duComponentIds=S004&mandatoryCapIds=9

Prerequisite	Version	Prerequisite minimum	Product minimum	Components	Operating system restrictions?	Notes?
Case Foundation	5.2	5.2.0.3	5.2.1.7		No	Yes
	5.2.1	5.2.1	5.2.1.7		No	No

Case Foundation 5.2

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	5.2	5.2.0.1	5.2.0.2	5.2.0.3	5.2.0.4	5.2.0.5	
Server	Case Manager Server				(1)	(1)	(1)	
	IBM Case Manager Platform Installation Tool				(1)	(1)	(1)	

Case Foundation 5.2.1

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	5.2.1	5.2.1.1	5.2.1.2	5.2.1.3	5.2.1.4	5.2.1.5	5.2.1.6	5.2.1.7	
Server	Case Manager Server	✓	✓	✓	✓	✓	✓	✓	✓	✓
	IBM Case Manager Platform Installation Tool	✓	✓	✓	✓	✓	✓	✓	✓	✓

Business Process Management Notes

1. IBM Case Manager V5.2.1 requires a minimum Case Foundation level of 5.2.0.3-IBM Case Foundation-IF003.

Content Servers

Summary

IBM Case Manager V5.2.1 requires a minimum Content Platform Engine level of 5.2.0.3-P8CPE-IF003.IBM Case Manager supports the same databases that IBM Content Navigator, IBM Content Foundation, and IBM FileNet Content Manager support, with the following exceptions: • DB2 V9.5 (any edition) • IBM DB2 for z/OS (any edition) • Oracle V11g R1 • Oracle RAC V11g R1IBM Case Manager supports the same LDAP servers that IBM FileNet Content Manager and IBM Content Foundation support.

Prerequisite	Version	Prerequisite minimum	Product minimum	Components	Operating system restrictions?	Notes?
Content Foundation	5.2	5.2.0.3	5.2.1.7	●	No	Yes
	5.2.1	5.2.1	5.2.1.7	●	No	No
FileNet Content Manager	5.2	5.2.0.3	5.2.1.7	●	No	Yes
	5.2.1	5.2.1	5.2.1.7	●	No	No

Content Foundation 5.2

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	5.2	5.2.0.1	5.2.0.2	5.2.0.3	5.2.0.4	5.2.0.5	
Server	Case Manager Server				(1)	(1)	(1)	
	IBM Case Manager Platform Installation Tool				(1)	(1)	(1)	

Content Foundation 5.2.1

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	5.2.1	5.2.1.2	5.2.1.3	5.2.1.4	5.2.1.5	5.2.1.6	5.2.1.7	
Server	Case Manager Server								
	IBM Case Manager Platform Installation Tool								

FileNet Content Manager 5.2

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	5.2	5.2.0.1	5.2.0.2	5.2.0.3	5.2.0.4	5.2.0.5	
Server	Case Manager Server				(1)	(1)	(1)	
	IBM Case Manager Platform Installation Tool				(1)	(1)	(1)	

FileNet Content Manager 5.2.1

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	5.2.1	5.2.1.2	5.2.1.3	5.2.1.4	5.2.1.5	5.2.1.6	5.2.1.7	
Server	Case Manager Server	✓	✓	✓	✓	✓	✓	✓	✓
	IBM Case Manager Platform Installation Tool	✓	✓	✓	✓	✓	✓	✓	✓

Content Servers Notes

1. IBM Case Manager V5.2.1 requires a minimum Content Platform Engine level of 5.2.0.3-P8CPE-IF003.

Integrated Application Platform

Summary

IBM Case Manager supports the same Single Sign On offerings as IBM Content Navigator. Refer to the IBM Content Navigator hardware and software requirements for more details. For details on Security Assertion Markup Language (SAML) Single Sign On support, refer to the following tech note: http://www.ibm.com/support/docview.wss?uid=swg21986082

Prerequisite	Version	Prerequisite minimum	Product minimum	Components	Operating system restrictions?	Notes?
Content Navigator	2.0.3	2.0.3.5	5.2.1.7		No	Yes
FileNet Workplace XT	1.1.5	1.1.5.2	5.2.1.7		No	Yes

Content Navigator 2.0.3

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	2.0.3	2.0.3.1	2.0.3.2	2.0.3.3	2.0.3.4	2.0.3.5	2.0.3.6	2.0.3.7	2.0.3.8	
Server	Case Manager Server						(1)	(1)	(1)	(1)	
	IBM Case Manager Platform Installation Tool						(1)	(1)	(1)	(1)	

FileNet Workplace XT 1.1.5

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	1.1.5	1.1.5.1	1.1.5.2	
Server	Case Manager Server			(2)	
	IBM Case Manager Platform Installation Tool			(2)	

Integrated Application Platform Notes

1. IBM Case Manager 5.2.1.7 is supported with the following IBM Content Navigator releases: •2.0.3.5•2.0.3.6•2.0.3.7•2.0.3.8 The Case Manager feature functionality availability varies depending on the level of Content Navigator fix pack deployed in the Case Manager environment. IBM Content Navigator 2.0.3.8 is required for •Microsoft Windows 10 Edge browser support•Copying a Box document to the current case (Box Copy)IBM Content Navigator 2.0.3.8 LA011 or LA012 is needed to resolve some Case Manager issues. Refer to the IBM Case Manager 5.2.1.7 fix pack readme for more information.
2. FileNet WorkPlace XT is licensed with FileNet Content Manager. Except in development environments, do not install Workplace XT in the same JVM as IBM Content Navigator.

Runtime Environment

Summary

•Refer to the JRE requirements for Content Navigator and Workplace XT for additional information.•Sun Java JRE 7 is no longer supported by Oracle.•JRE versions are continually updated for security reasons, therefore only a base version number is reported in the table below. In addition, JREs now have built in expiration dates such that the current version will expire with the next JRE update. IBM Case Manager supports the current unexpired versions of the JRE. IBM cannot support any expired JRE versions.

Prerequisite	Version	Prerequisite minimum	Product minimum	Components	Operating system restrictions?	Notes?
IBM Runtime Environment, Java Technology Edition	7.0	7.0	5.2.1.7		No	No
	8.0.1	8.0.1	5.2.1.7		No	No
Oracle Java SDK/JRE/JDK	7.0 and future fix packs	7.0	5.2.1.7		No	No
	8.0 and future fix packs	8.0	5.2.1.7		No	No

IBM Runtime Environment, Java Technology Edition 7.0

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	7.0	7.0.7.1	
Server	Case Manager Server			
	IBM Case Manager Platform Installation Tool			

IBM Runtime Environment, Java Technology Edition 8.0.1

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	8.0.1	8.0.1.1	8.0.1.10	
Server	Case Manager Server				
	IBM Case Manager Platform Installation Tool				

Oracle Java SDK/JRE/JDK 7.0 and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	7.0	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	✓	✗	✓
	IBM Case Manager Platform Installation Tool	✓	✗	✓

Oracle Java SDK/JRE/JDK 8.0 and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	8.0	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	✓	✗	✓
	IBM Case Manager Platform Installation Tool	✓	✗	✓

Web Browsers

Summary

Operating system supportThe IBM Case Manager application is supported on Windows clients only. The following Windows desktop versions are supported: Windows 7, Windows 8, Windows 8.1, and Windows 10.General Requirements• The IBM Case Manager browser screen minimum recommended resolution is 1280 x1024. • The minimum memory requirement for client systems running a browser to access IBM Case Manager is 3GB. Bitness• Browser and JRE bitness must match (a 32-bit browser requires a 32-bit JRE).• Internet Explorer 32- and 64-bit versions are supported.• Firefox 32-bit version is supported.• Chrome 32-bit version is supported. Chrome Additional NotesThe ability to launch and display Java applets (also known as plug-ins) in a Chrome browser depends on the presence of the Netscape Plugin Application Programming Interface (NPAPI). As of Chrome 42, NPAPI is disabled by default. Refer to the following tech note on how this change affects the use of the Chrome browser with IBM Case Manager:http://www-01.ibm.com/support/docview.wss?uid=swg21883710

Prerequisite	Version	Prerequisite minimum	Product minimum	Components	Operating system restrictions?	Notes?
Google Chrome	36 and future versions, releases and fix packs	36	5.2.1.7		No	No
Microsoft Edge	20 and future fix packs	20	5.2.1.7		No	Yes
	25 and future fix packs	25	5.2.1.7		No	Yes
	38 and future fix packs	38	5.2.1.7		No	Yes
	40 and future fix packs	40	5.2.1.7		No	Yes

Prerequisite	Version	Prerequisite minimum	Product minimum	Components	Operating system restrictions?	Notes?
Microsoft Internet Explorer	9.0 and future fix packs	9.0	5.2.1.7	●	No	No
	10 and future fix packs	10	5.2.1.7	●	No	No
	11 and future fix packs	11	5.2.1.7	●	No	Yes
Mozilla Firefox ESR	24 and future fix packs	24	5.2.1.7	●	No	No
	31 and future fix packs	31	5.2.1.7	●	No	Yes
	38 and future fix packs	38	5.2.1.7	●	No	Yes
	45 and future fix packs	45	5.2.1.7	●	No	Yes
	52 and future fix packs	52	5.2.1.7	●	No	No

Google Chrome 36 and Future Versions, Releases and Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	36	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	✓	✓	✓
	IBM Case Manager Platform Installation Tool	✓	✓	✓

Microsoft Edge 20 and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	20	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	(1)		
	IBM Case Manager Platform Installation Tool	(1)		

Microsoft Edge 25 and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	25	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	(1)		
	IBM Case Manager Platform Installation Tool	(1)		

Microsoft Edge 38 and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	38	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	(1)		
	IBM Case Manager Platform Installation Tool	(1)		

Microsoft Edge 40 and Future Fix Packs

Legend: Supported Not supported

Components

Server

Case Manager Server

IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	40	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	(1)		
	IBM Case Manager Platform Installation Tool	(1)		

Microsoft Internet Explorer 9.0 and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	9.0	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	✓	✗	✓
	IBM Case Manager Platform Installation Tool	✓	✗	✓

Microsoft Internet Explorer 10 and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	10	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	✓	✗	✓
	IBM Case Manager Platform Installation Tool	✓	✗	✓

Microsoft Internet Explorer 11 and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	11	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	(4)		
	IBM Case Manager Platform Installation Tool	(4)		

Mozilla Firefox ESR 24 and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	24	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	✓	✗	✓
	IBM Case Manager Platform Installation Tool	✓	✗	✓

Mozilla Firefox ESR 31 and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	31	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	(2)		
	IBM Case Manager Platform Installation Tool	(2)		

Mozilla Firefox ESR 38 and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	38	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	(2)		
	IBM Case Manager Platform Installation Tool	(2)		

Mozilla Firefox ESR 45 and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	45	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	(3)		
	IBM Case Manager Platform Installation Tool	(3)		

Mozilla Firefox ESR 52 and Future Fix Packs

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Prerequisite Maintenance Levels, Current and Future

Deployment unit	Component	52	Future Versions, Releases	Future Fix Packs
Server	Case Manager Server	✓	✗	✓
	IBM Case Manager Platform Installation Tool	✓	✗	✓

Web Browsers Notes

1. Known issues with IBM Case Manager and the Microsoft Edge browser are documented in the following tech note: http://www.ibm.com/support/docview.wss?uid=swg21979435
2. Requires IBM Case Manager 5.2.1.2 IF001 or later.
3. Requires IBM Case Manager 5.2.1.5 or later.
4. Minimum required version of Internet Explorer 11 is 11.0.10 (with IE-11 update KB2962872).

Supported software

The Supported software section specifies the additional software that Case Manager 5.2.1.7 supports.

Component Support

- Full
- Partial
- None

Capabilities

Business Process Management Collaboration
Content Search and Analysis Content Servers Content Viewers
Decision Server Development Tools Mobile Device
Reporting and Analysis

Business Process Management

Summary

Supported software	Version	Supported software minimum	Product minimum	Components	Operating system restrictions?	Notes?
IBM Business Process Manager Advanced	8.5.5	8.5.5	5.2.1.7	●	No	No

IBM Business Process Manager Advanced 8.5.5

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.5.5	
Server	Case Manager Server		
	IBM Case Manager Platform Installation Tool		

Collaboration

Summary

Supported software	Version	Supported software minimum	Product minimum	Components	Operating system restrictions?	Notes?
IBM Sametime Entry 8.5.2 Interim Feature Release 1	1	1	5.2.1.7		No	No

IBM Sametime Entry 8.5.2 Interim Feature Release 1 1

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	1	
Server	Case Manager Server		
	IBM Case Manager Platform Installation Tool		

Content Search and Analysis

Summary

Supported software	Version	Supported software minimum	Product minimum	Components	Operating system restrictions?	Notes?
Content Analytics	3.0	3.0.0.3	5.2.1.7		No	Yes
Watson Content Analytics	3.5	3.5	5.2.1.7		No	No

Content Analytics 3.0

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	3.0	3.0.0.1	3.0.0.2	3.0.0.3	
Server	Case Manager Server				(1)	
	IBM Case Manager Platform Installation Tool				(1)	

Watson Content Analytics 3.5

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	3.5	3.5.0.1	3.5.0.2	3.5.0.3	3.5.0.4	
Server	Case Manager Server						
	IBM Case Manager Platform Installation Tool						

Content Search and Analysis Notes

1. Minimum support level for IBM Content Analytic and Enterprise Search V3.0 is Fix Pack 3.

Content Servers

Summary

Supported software	Version	Supported software minimum	Product minimum	Components	Operating system restrictions?	Notes?
Content Manager Enterprise Edition	8.4.3	8.4.3.3	5.2.1.7	●	No	No
	8.5	8.5	5.2.1.7	●	No	No
Content Manager for z/OS	8.5	8.5.0.1	5.2.1.7	●	No	No

Content Manager Enterprise Edition 8.4.3

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.4.3	8.4.3.1	8.4.3.3	8.4.3.4	8.4.3.5	
Server	Case Manager Server						
	IBM Case Manager Platform Installation Tool						

Content Manager Enterprise Edition 8.5

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.5	8.5.0.1	8.5.0.2	8.5.0.3	8.5.0.4	8.5.0.5	8.5.0.6	
Server	Case Manager Server	✓	✓	✓	✓	✓	✓	✓	✓
	IBM Case Manager Platform Installation Tool	✓	✓	✓	✓	✓	✓	✓	✓

Content Manager for z/OS 8.5

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.5	8.5.0.1	8.5.0.2	8.5.0.3	8.5.0.4	8.5.0.5	8.5.0.6	
Server	Case Manager Server	✗	✓	✓	✓	✓	✓	✓	✓
	IBM Case Manager Platform Installation Tool	✗	✓	✓	✓	✓	✓	✓	✓

Content Viewers

Summary

IBM Content Navigator 2.0.3 includes the Daeja ViewONE Pro and Virtual viewers that can be used to view case content.

Supported software	Version	Supported software minimum	Product minimum	Components	Operating system restrictions?	Notes?
IBM Forms Viewer	8.0.1	8.0.1	5.2.1.7	●	No	Yes
	8.1	8.1	5.2.1.7	●	No	Yes
	8.2	8.2	5.2.1.7	●	No	Yes

IBM Forms Viewer 8.0.1

Legend: Supported Not supported

Components

Server

Case Manager Server

IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.0.1	8.0.1.1	8.0.1.2	
Server	Case Manager Server	(1)	(1)	(1)	
	IBM Case Manager Platform Installation Tool	(1)	(1)	(1)	

IBM Forms Viewer 8.1

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.1	
Server	Case Manager Server	(1)	
	IBM Case Manager Platform Installation Tool	(1)	

IBM Forms Viewer 8.2

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.2	
Server	Case Manager Server	(2)	
	IBM Case Manager Platform Installation Tool	(2)	

Content Viewers Notes

1. IBM Forms licensed for non-production use only. Production licenses must be obtained separately. Not supported on Oracle WebLogic Application Server.
2. Not supported on Oracle WebLogic Application Server.

Decision Server

Summary

IBM Case Manager ships with an embedded rule building capability. If the out-of-the-box capability does not meet your needs, you can expand the rule definition capability using IBM Operational Decision Manager.IBM Case Manager provides the ability to export rules defined in IBM Case Manager Builder. The rules are exported as IBM Operational Decision Manager project files and can be used in the products listed in this section. Note that to invoke rules using a Web Service, you can use any rules product that provides a Web Services interface.

Supported software	Version	Supported software minimum	Product minimum	Components	Operating system restrictions?	Notes?
IBM Decision Center	8.5	8.5	5.2.1.7	●	No	No
	8.7	8.7	5.2.1.7	●	No	No
IBM Decision Server	8.5	8.5	5.2.1.7	●	No	No
IBM Decision Server Advanced	8.7	8.7	5.2.1.7	●	No	No
IBM Decision Server Standard	8.7	8.7	5.2.1.7	●	No	No

IBM Decision Center 8.5

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.5	
Server	Case Manager Server	✓	✓
	IBM Case Manager Platform Installation Tool	✓	✓

IBM Decision Center 8.7

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.7	
Server	Case Manager Server	✓	✓
	IBM Case Manager Platform Installation Tool	✓	✓

IBM Decision Server 8.5

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.5	
Server	Case Manager Server		
	IBM Case Manager Platform Installation Tool		

IBM Decision Server Advanced 8.7

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.7	
Server	Case Manager Server		
	IBM Case Manager Platform Installation Tool		

IBM Decision Server Standard 8.7

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.7	
Server	Case Manager Server		
	IBM Case Manager Platform Installation Tool		

Development Tools

Summary

Supported software	Version	Supported software minimum	Product minimum	Components	Operating system restrictions?	Notes?
FileNet eForms	4.0.2	4.0.2	5.2.1.7		No	Yes
IBM Forms Designer	8.0.1	8.0.1	5.2.1.7		No	Yes
	8.2	8.2	5.2.1.7		No	Yes
IBM Forms Server	8.0.1	8.0.1	5.2.1.7		No	Yes
	8.1	8.1	5.2.1.7		No	Yes
	8.2	8.2	5.2.1.7		No	Yes
	8.2.1	8.2.1	5.2.1.7		No	Yes

FileNet eForms 4.0.2

Legend: Supported Not supported

Components

Server

Case Manager Server

IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	4.0.2	4.0.2.15	4.0.2.16	
Server	Case Manager Server	(3)	(3)	(3)	
	IBM Case Manager Platform Installation Tool	(3)	(3)	(3)	

IBM Forms Designer 8.0.1

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.0.1	
Server	Case Manager Server	(1)	
	IBM Case Manager Platform Installation Tool	(1)	

IBM Forms Designer 8.2

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.2	
Server	Case Manager Server	(2)	
	IBM Case Manager Platform Installation Tool	(2)	

IBM Forms Server 8.0.1

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.0.1	
Server	Case Manager Server	(1)	
	IBM Case Manager Platform Installation Tool	(1)	

IBM Forms Server 8.1

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.1	
Server	Case Manager Server	(1)	
	IBM Case Manager Platform Installation Tool	(1)	

IBM Forms Server 8.2

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.2	
Server	Case Manager Server	(2)	
	IBM Case Manager Platform Installation Tool	(2)	

IBM Forms Server 8.2.1

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	8.2.1	
Server	Case Manager Server	(2)	
	IBM Case Manager Platform Installation Tool	(2)	

Development Tools Notes

1. IBM Forms licensed for non-production use only. Production licenses must be obtained separately. Not supported on Oracle WebLogic Application Server.
2. Not supported on Oracle WebLogic Application Server.
3. Minimum supported level of eForms with IBM Case Manager 5.2.1 is eForms-4.0.2-015.

Mobile Device

Summary

Supported software	Version	Supported software minimum	Product minimum	Components	Operating system restrictions?	Notes?
IBM Case Manager Mobile	1.0.0	1.0.0	5.2.1.7		No	No
IBM Navigator Mobile	1.0.1	1.0.1.2	5.2.1.7		No	No

IBM Case Manager Mobile 1.0.0

Legend: Supported Not supported

Components

Server

Case Manager Server

IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	1.0.0	1.0.0.1	1.0.0.2	1.0.0.3	1.0.0.4	1.0.0.5	1.0.0.6	1.0.0.7	...
Server	Case Manager Server	✓	✗	✗	✗	✗	✗	✗	✗	✗
	IBM Case Manager Platform Installation Tool	✓	✗	✗	✗	✗	✗	✗	✗	✗

IBM Navigator Mobile 1.0.1

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	1.0.1	1.0.1.1	1.0.1.2	
Server	Case Manager Server	✗	✗	✓	✗
	IBM Case Manager Platform Installation Tool	✗	✗	✓	✗

Reporting and Analysis

Summary

The Cognos Real Time Monitor (RTM) 10.2.1 and 10.2.2 components of Cognos Business Intelligence is included with IBM Case Manager. The database used with Cognos Real Time Monitor does not need to be the same type or version of database used with the rest of IBM Case Manager. Be aware that Cognos Real Time Monitor is not supported with the version of DB2 bundled with IBM Case Manager.As of release 10.2, Cognos Real Time Monitor information is provided in the Cognos Business Intelligence software product compatibility reports. Refer to these reports for information on databases that are supported with Cognos Real Time Monitor.Note: As documented in the IBM Cognos Business Intelligence V10.2.2 announcement letter, Cognos Real Time Monitor is deprecated.

Supported software	Version	Supported software minimum	Product minimum	Components	Operating system restrictions?	Notes?
Cognos Business Intelligence	10.2	10.2	5.2.1.7	●	No	No
	10.2.1	10.2.1	5.2.1.7	●	No	No
	10.2.2.0	10.2.2.0	5.2.1.7	●	No	No
Cognos Real-time Monitoring	10.1.1	10.1.1	5.2.1.7	●	No	No

Cognos Business Intelligence 10.2

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	10.2	10.2.0.1	10.2.0.2	10.2.0.3	10.2.0.4	
Server	Case Manager Server						
	IBM Case Manager Platform Installation Tool						

Cognos Business Intelligence 10.2.1

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	10.2.1	10.2.1	10.2.1	10.2.1	10.2.1	10.2.1	10.2.1	10.2.1	10.2.1	10.2.1	10.2.1	10.2.1	10.2.1	10.2.1	...
Server	Case Manager Server	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	IBM Case Manager Platform Installation Tool	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Cognos Business Intelligence 10.2.2.0

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	10.2.2.	10.2.2.	10.2.2.	10.2.2.	10.2.2.	10.2.2.	10.2.2.	10.2.2.	10.2.2.	10.2.2.	
Server	Case Manager Server	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	IBM Case Manager Platform Installation Tool	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Cognos Real-time Monitoring 10.1.1

Legend: Supported Not supported

Components

Server

- Case Manager Server
- IBM Case Manager Platform Installation Tool

Product Support for the Supported Software Maintenance Levels, Current and Future

Deployment unit	Component	10.1.1	
Server	Case Manager Server		
	IBM Case Manager Platform Installation Tool		

Hardware

Case Manager 5.2.1.7 requires the following hardware, organized by type of hardware, deployment units, or components.

Installable software

Operating System Families

Windows

Windows

Hardware	Components	Requirement	Applicable operating systems
Disk Space	**Server** • Case Manager Server • IBM Case Manager Platform Installation Tool	IBM Case Manager: •2 GB of temporary disk space to run the IBM Case Manager v5.2 and prerequisite software installation programs, excluding the Content Manager software •Approximately 6 GB of space on the drive where you install IBM Case Manager V5.2 and the prerequisite software, excluding the Content Manager software •For AIX, Linux, and Linux for System z, 1 GB of free temp space (/tmp) IBM Case Manager Platform Installation Tool (CMPIT): •30 GB of free hard drive space for Windows, RedHat Linux and AIX•For AIX and Linux, 1 GB should be free on temp. /tmp and 2 GB on /home• CMPIT does not support System Z	All supported Windows operating systems
Memory	**Server** • Case Manager Server • IBM Case Manager Platform Installation Tool	IBM Case Manager Application Server: •Minimum JVM Memory: 1 GB per JVM IBM Case Manager Platform Installation Tool (CMPIT): •Windows: At least 8 GB of RAM •AIX/Linux: At least 4 GB of RAM• CMPIT does not support System Z	All supported Windows operating systems

Hardware	Components	Requirement	Applicable operating systems
	Server • Case Manager Server • IBM Case Manager Platform Installation Tool	IBM Case Manager Browser Requirements: •A minimum of 3GB is recommended for client systems running a browser to access Case Manager.	All supported Windows operating systems
Network: adapters, drivers, protocols	**Server** • Case Manager Server • IBM Case Manager Platform Installation Tool	IBM Case Manager supports both the IPv6 and IPv4 protocols, as well as a dual-stack configuration. However, underlying third-party components such as operating systems, database software, application server, JRE, cluster server software, and browsers might not support both protocols.	All supported Windows operating systems
Processor	**Server** • Case Manager Server • IBM Case Manager Platform Installation Tool	IBM Case Manager: •Intel 64-bit processors•IBM Power based processors•64-bit System z IBM Case Manager Platform Installation Tool (CMPIT): •Intel 64-bit processors•IBM Power based processors• CMPIT does not support System Z	All supported Windows operating systems

Packaging list

Case Manager 5.2.1.7 includes the following products:

Co-packaged software

Product name	Capability	Applicable Operating System Families	Notes
DB2 Enterprise Server Edition 10.5	Not specified	Windows	No

Co-installed software

No co-installed software products specified.

Glossary

Bitness	Compatibility of the product with the bit version support that is provided by an operating system. Different parts of a product might run on the same operating system but support different application bitness. For example, one part of the product might run only in 32-bit mode, whereas another might support 64-bit tolerate mode. **31:** The product or part of the product runs as a 31-bit application in a 31-bit operating environment. **32:** The product or part of the product runs as a 32-bit application in a 32-bit operating environment. **64-tolerate:** The product or part of the product runs as a 32-bit application in a 64-bit operating environment. **64-exploit:** The product or part of the product runs natively as a 64-bit application in a 64-bit operating environment.
Co-packaged	Additional products that are included in the product package.
Co-installed	Additional products that are included in the product package and installed when the product is installed.
Deployment unit	**Deployment Structure** identifies pieces of a product that can be independently deployed onto one or more machines in a distributed infrastructure. • The top level of the deployment structure consists of one or more deployment units. There are four possible deployment units that a product might support: Desktop, Server, Agent or client, Mobile. • Deployment units may be further divided into deployable **components** **Desktop** deployment unit: Part of the deployment structure intended for use by a single user, typically installed on the user desktops. Examples of desktop deployment units include development tools, administrative tools, stand-alone business applications. **Server** deployment unit: Part of the deployment structure that can provide services to multiple clients, providing the server in a client-server architecture. Examples of server deployment units include application servers, management servers, database servers and server-based business applications. **Agent or client** deployment unit: Part of the deployment structure that allows remote connection between software. Examples of agent of client deployment

	units include agents in management system that are installed in the same tier as the managed resources, a remote application, or database clients that are installed with the software accessing the remote services. **Mobile** deployment unit: Part of the deployment structure intended for use by a single user, typically installed on a mobile device. An example of a mobile deployment unit is a mobile application.
Hypervisor	A virtual machine in which a product can run on a guest operating system.
Limited operating system support	By default, the supported guest operating systems for a product and a hypervisor are the operating systems that are supported by both the product and the hypervisor. If a product restricts support to a subset of these operating systems, this restriction will be indicated by specifying that there is Limited Operating System Support.
Operating system minimum	The minimum operating system maintenance level that is required to run on the product.
Prerequisite minimum	The minimum maintenance level that is required for the prerequisite to work with the product.
Product minimum	The minimum maintenance level that is required for the product to run on the operating system, on an hypervisor, or work with a prerequisite product or supported software.
Supported software minimum	The minimum maintenance level that is required for the supported software to work with the product.
Long Term Support Release	A Long Term Support Release is a recommended product level for which support, including defect and security updates, will be provided over a specified period of time.
Continuous Delivery Product	A Continuous Delivery Product delivers new function to clients more frequently.
Continuous Delivery Product - Long Term Support Release	A Continuous Delivery Product delivers new function to clients more frequently. Since frequent releases may not be suitable for all client environments, Long Term Support Releases provide a package that will be supported for a longer period of time.

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